

Video  
Transcript

## TRANSCRIPT

### Cultural Factors Influencing Patient-Provider Communication

#### *Example of the ETHNIC Model*

In this video, Dr. Roberts, a middle-aged African-American male, is meeting with Ms. Nguyen, a Vietnamese female in her early thirties who came to the clinic because she was feeling weak with vomiting and some diarrhea. She is visibly timid and frightened.

Dr. Roberts: Good morning, I am Doctor Roberts and I am afraid I don't know how to pronounce your name...Miss Naguyen?

Ms. Nguyen: 'Wen,' Doctor.

Dr. Roberts: Thank you, Miss Nguyen—so how can I help you today?

Ms. Nguyen: Well, I don't know. I feel weak all the time. And anything that I eat just comes right back up again. And when I go to the bathroom, it is too many times and it is not right. And, I don't know the word...

Dr. Roberts: Do you mean diarrhea, when your stool is loose like water?

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<http://www.aafp.org/online/en/home/clinical/publichealth/culturalprof/quality-care-diverse-populations/watch-videos.html>.

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- Ms. Nguyen: Yes, doctor, like water. And it has been happening for several weeks, but not every day.
- Dr. Roberts: Well, I need to know a little bit more in order to help you. Are you staying with your friends or family?
- Ms. Nguyen: Yes, I am staying in an apartment with my cousin, his parents, and his children.
- Dr. Roberts: So, what do you think may be the reasons for these symptoms?
- Ms. Nguyen: I have not been sleeping well. Um, it has been difficult since I came to this country, and everything costs so much, it is hard to save money.
- Dr. Roberts: So, you think these stresses may be affecting your health?
- Ms. Nguyen: Well, my life is not good right now. It is difficult to work when I do not feel well.
- Dr. Roberts: Have you sought any advice from traditional healers, friends, or anybody that can help you with this problem?
- Ms. Nguyen: Yes, a special healer from my country gave me some tea to drink, but I still feel bad. I eat more ginger and put this on my stomach *[Pointing to a medication she brought with her]*, but I feel no good.
- Dr. Roberts: *[Looks at the medication Ms. Nguyen brought]* So, what do you think I can do for you today?
- Ms. Nguyen: May be you can find out what is wrong with me or give me some good pills to take.
- Dr. Roberts: Well, you mentioned that you have not been sleeping well and feeling bad; perhaps we need to find out why this is happening. Sometimes, when you worry a lot, it affects the way your body feels.

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Ms. Nguyen: I worry...no job, no money. My family in Vietnam needs my help. May be if you could help me sleep and eat better, I will be able to find a job and things will be okay.

Dr. Roberts: Well, we'll try to help you perhaps learn more about the meds that you've been using. I'd like to learn more about this special tea you've used and the Tiger Balm. I'd also like to examine you and run some tests today.

Ms. Nguyen: That's good, Doctor.